

## **IMPORTANT RECALL NOTICE**

[CAMPAIGN 184: 2008 XC70  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

October 2007

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

***The reason for this campaign:***

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the SRS (Supplemental Restraint System) control unit software of certain model 2008 XC70 vehicles.

The software deviation may result in a later deployment of the Inflatable Curtain (IC) and Side Impact Protection System (SIPS) airbags in certain side impact crash situations. In addition, this software error may also cause the "SRS Airbag – Service urgent" message and SRS warning light to illuminate.

The corrective action will be a software upgrade of the SRS control unit.

***What you need to do:***

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.

***Please contact:***

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 P.M. Eastern Time. You may also e-mail us at [customercare@volvoforlife.com](mailto:customercare@volvoforlife.com).

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 1200 New Jersey Ave SE, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Rich E. Buchheit  
Manager, Customer Support